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**EXPRESS MAIL CERTIFICATE**



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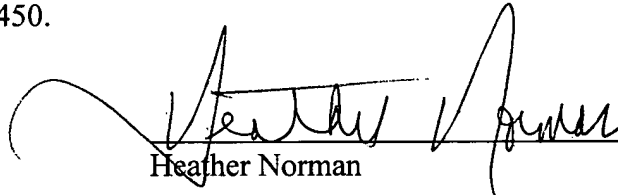
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I hereby certify that the documents identified above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and are addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

 (signature)  
Heather Norman



Atty. Docket No. W3688-030  
EL 984 915 359 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Graham, et al.  
Serial No.: 09/703,941  
Filed: November 1, 2000

Examiner: Woo, Issac M.  
Art Unit: 2172  
Confirmation No.: 4096

For: **SYSTEM AND METHOD FOR DATA COLLECTION, MANAGEMENT AND ANALYSIS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

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Sir:

**AMENDMENT AND REPLY**

Responsive to the Office Action mailed March 26, 2004, Applicants submit herewith an Amendment and Reply. In addition, please provide a three-month Extension of Time up to and including September 26, 2004 to answer the Office Action as provided for in 37 CFR 1.136. The Commissioner is hereby authorized to charge the amount of \$950.00 for the Extension of Time fee to Deposit Account 09-0528.

If any additional fees for the accompanying response are required, Applicants request that this be considered a Petition therefor. The Commissioner is hereby authorized to charge any additional fees which may be required to Deposit Account 09-0528.

**The Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 18 of this paper.

09/29/2004 SDENB081 00000031 09703941

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